



# CITY OF SANTA BARBARA

## COUNCIL AGENDA REPORT

**AGENDA DATE:** December 14, 2010

**TO:** Mayor and Councilmembers

**FROM:** Administration Division, Library

**SUBJECT:** Library Materials Self-Check And Security System

**RECOMMENDATION:** That Council:

- A. Authorize the Library Director to negotiate and execute a contract, in a form of contract acceptable to the City Attorney, with Bibliotheca RFID Library Systems in the amount of \$249,634.75 to design and install a Radio Frequency Identification (RFID) self-check and collection security system;
- B. Appropriate \$88,559.37 from the Miscellaneous Library Trust Account to the Fiscal Year 2011 Library Department General Fund operating budget for the design and implementation of self check-out systems with RFID tags for library collections at the Central and Eastside Libraries; and
- C. Appropriate \$76,575.38 from the County Library Reserve Fund for the same system at the Goleta Valley Branch Library.

### **DISCUSSION:**

The Central Library is a popular source for reading and entertainment materials for the residents of Santa Barbara, with an average of 1,600 daily visitors and an annual circulation of more than 750,000 items. The library continually evaluates new and existing library technology to improve library operations. The goal in upgrading self-check-out units at the Central Library and installing them at the Eastside and Goleta Branches is to provide patrons with self-checkout capabilities that are quick and easy to use and reduce the risk of repetitive-motion injuries to staff.

The Radio Frequency Identification (RFID) system will consist of four new RFID capable checkout machines at the Central Library, one checkout machine at the Eastside Branch Library and three checkout machines at the Goleta Branch Library. Also necessary are RFID tags for each item in all three branches and security gates that are capable of reading these tagged items.

A system upgrade is needed because the current equipment is not sophisticated enough to accomplish all of the tasks required by library users to have a seamless and

efficient experience interacting with a self service system. The new system will be capable of renewing items from the self service checkout unit without the items present, checking out items to the patron without a card present and completing all payment transactions at one time.

The self check-out and security system will provide substantial benefits to library operations, including enhanced user satisfaction, reduced checkout times, and improved ease of use. These improvements are expected to result in 80% of material checkouts eventually performed by users rather than staff. The Library will also gain the ability to manage greater circulation with reduced staffing levels. Staff will have the ability to focus their efforts on high-value tasks such as assisting users with public computers and using other library resources.

A request for proposal was used to select the proposed vendor. An internal committee conducted a needs analysis and identified four vendors with systems that might meet the Library's needs. Staff considered the following aspects of each system:

- Ability to adapt to changes in rules and policies;
- Compatibility with the Library's existing automation system;
- Ability to accept credit or debit cards for fees payment;
- Multiple language screens.

Ultimately, the Bibliotheca product was selected because of the desirability of features exclusive to this product. A major functional advantage is that it allows staff to check in multiple items at once. This new technology will also position the Library to take advantage of enhanced automation for materials handling, when funding is available.

#### **BUDGET/FINANCIAL INFORMATION:**

The total cost of the systems, including a one year maintenance contract is \$249,634.75. As part of the Fiscal Year 2010 budget, Council appropriated \$84,500 to upgrade the Library self check machines and create workflow efficiencies. This amount was carried forward into Fiscal Year 2011. Additional appropriations are needed for the remainder of the project cost, as follows:

- \$88,559.37 from the Library Miscellaneous Trust Account to acquire the system for the Central Library and Eastside Branch Library
- \$76,575.38 from the County Library Fund to purchase the system for the Goleta Valley Branch Library.

**SUBMITTED BY:** Irene Macias, Library Director

**APPROVED BY:** City Administrator's Office